

## **North Urban Strengths and Needs: Appendices**

**Appendix A:** Highlights of Telephone Survey

**Appendix B:** List of Key Informants

**Appendix C:** List of Documents Reviewed

**Appendix D:** On the pages that follow, additional detail is provided on each of the nine need areas. For each, information is included to demonstrate the extent of the problem, the barriers to accessing these services, information sources through which we learned of this concern and the services that are currently available for each need.

Appendix A  
**FINDINGS**  
 From the  
**NORTH URBAN TELEPHONE SURVEY**

<u>QUESTIONS</u>	<u>Shoreline</u> (136)	<u>Northshore</u> (190)	<u>Lake Wa.</u> (26)	<u>TOTAL</u> (400)
Your community is an excellent place to live	54%	48%	46%	49%
 <u>PROBLEMS IN COMMUNITY</u> (major or moderate problem)				
Traffic/Congestions	64%	86%	85%	76%
Lack of Affordable Housing	47%	66%	52%	57%
Over Population-Growth	42%	64%	64%	55%
Lack - Affordable Med. Care	31%	43%	41%	39%
Inadequate Public Transport.	31%	38%	47%	36%
Jobs That Pay Enough	26%	39%	40%	33%
Lack - Affordable Dental Care	23%	40%	42%	33%
Drug Abuse	23%	36%	34%	31%
Alcoholism	24%	34%	32%	29%
Lack of Parenting Skills	23%	29%	39%	28%
Lack of Affordable Child C.	22%	30%	32%	26%
Lack of Rec Facilities/Progs	19%	29%	35%	25%
Lack of Youth Activities	17%	28%	37%	24%
Teenage Pregnancy	17%	23%	31%	21%
Lack of Housing for Seniors	19%	26%	18%	21%
Lack of Affordable Legal Svc	15%	24%	34%	21%
Crime and Violence	15%	16%	23%	18%
Domestic Violence	13%	21%	24%	17%
Lack of Quality Child Care	16%	17%	25%	17%
Mental Illness or Emotional	13%	21%	24%	17%
Lack of Money for Basic Svc	14%	20%	19%	16%
Youth Violence	13%	17%	26%	16%
Child Neglect	10%	19%	24%	16%
School Drop-Out	12%	16%	23%	14%
Poor Quality Education, K-12	12%	13%	22%	14%
Lack of Housing-Disabilities	9%	16%	14%	13%
Lack of Services in Area	8%	16%	18%	12%
Lack of Services-Disabilities	14%	12%	14%	12%
Physical Abuse of Children	9%	14%	16%	12%
Racial/Ethnic Discrimination	10%	11%	13%	11%
Gang Activities	11%	9%	25%	11%
Youth Suicide	10%	12%	17%	11%
Lack of Services-Seniors	9%	9%	16%	9%
Unemployment	8%	8%	7%	8%
Illiteracy	5%	10%	11%	8%
Homelessness	5%	9%	8%	8%

<u>QUESTIONS</u>	<u>Shoreline</u> (136)	<u>Northshore</u> (190)	<u>Lake Wa.</u> (26)	<u>TOTAL</u> (400)
People in your community know who to call for help.	86%	77%	72%	81%
People in your community have adequate access to existing services.	83%	81%	78%	82%
<u>PROBLEMS EXPERIENCED IN THE HOUSEHOLD</u>				
(major or moderate problem)				
Difficult to Budget Available Money	11%	21%	17%	18%
Not Able to Pay for Medical Insurance	12%	20%	20%	16%
Not Able to Pay Medical Bills	10%	17%	18%	16%
Lots of Anxiety and Stress	11%	16%	10%	15%
Can Not Afford Legal Help	6%	16%	18%	12%
Lack of Affordable Recreational Activities	7%	13%	16%	12%
Not Enough Money for Housing	9%	10%	10%	10%
Can Not Find Work That Supports Family	6%	9%	13%	9%
Can Not Find Affordable Child Care	8%	10%	8%	9%
Housing That Needs Major Repairs	7%	6%	9%	8%
Not Able to Pay Utilities	7%	8%	8%	8%
Can Not Find Quality Child Care	8%	9%	7%	8%
Can Not Find After School Child Care	6%	8%	11%	7%
Children with Emotional or Behavioral Problems	4%	9%	5%	7%
Not Enough Money for Food and Clothing	4%	8%	4%	7%
Can Not Find Transportation for Elderly/Disabled	4%	8%	8%	7%
Can Not Find Day Care for Elderly	4%	9%	4%	6%
Can Not Find Programs for Persons with Disabilities	5%	6%	1%	6%
Alcohol Problem	5%	4%	7%	5%
Drug Problem	3%	3%	7%	4%
Difficulty with Literacy	2%	4%	4%	4%
Physical Abuse in Home	1%	2%	4%	2%

<u>QUESTIONS</u>	<u>Shoreline</u> (136)	<u>Northshore</u> (190)	<u>Lake Wa.</u> (26)	<u>TOTAL</u> (400)
<u>Like about Living in Your Community</u>				
Quality of Schools	34%	25%	20%	25%
Lots of Green Belts	22%	19%	16%	20%
Quiet Neighborhood	16%	18%	22%	18%
Friendly Neighbors	17%	17%	15%	17%
Proximity to Services	13%	12%	19%	13%
Safe Neighborhood	13%	12%	12%	13%
General Accessibility	8%	14%	7%	12%
It is Small	6%	11%	1%	9%
Not Over-Developed	8%	9%	7%	8%
Off the Beaten Path	7%	7%	2%	7%
Good Location	6%	7%	3%	6%
High Quality of Life	6%	5%	10%	6%
Proximity to Parks	7%	6%	5%	6%
Community Involvement	6%	4%	6%	5%
Proximity to Freeways	4%	4%	7%	5%
Excellent Police Dept.	9%	2%	0%	4%
Family Oriented	5%	3%	7%	4%
Proximity to City	5%	3%	7%	4%
Quality of Public Facilities	3%	3%	5%	3%
Lots of Activities	3%	3%	8%	3%
Cleanliness	2%	3%	5%	3%
Privacy	3%	3%	2%	3%
Good Public Transport.	3%	3%	0%	3%
Proximity to Work	2%	2%	2%	2%
Recreation Areas	1%	3%	0%	2%
Quality of Services	4%	0%	0%	2%
Good Local Government	2%	1%	4%	1%
Proximity to Schools	1%	1%	6%	1%
Property Well Kept	3%	1%	2%	1%
Quality of Homes	1%	1%	8%	1%
Community Center	1%	1%	0%	1%
Well Maintained Roads	1%	1%	1%	1%
Relaxed Pace	1%	1%	0%	1%

<u>QUESTIONS</u>	<u>Shoreline</u> (4)	<u>Northshore</u> (12)	<u>Lake Wa.</u> (1)	<u>TOTAL</u> (20)
<u>If Unable to Find the Help Needed, Why Not?</u>				
Unable to Pay	31%	63%	78%	55%
Turned Down for Services	0%	61%	22%	44%
Didn't Know Where to Find	41%	22%	22%	23%
No Service Available	10%	22%	0%	16%
Source Was Uncooperative	10%	8%	0%	12%

Services Did Not Meet Needs	10%	8%	0%	7%
No Transportation	10%	0%	0%	7%
Insurance Costs Too High	0%	8%	0%	5%

<u>DEMOGRAPHICS OF PEOPLE INTERVIEWED</u>	<u>Shoreline (136)</u>	<u>Northshore (190)</u>	<u>Lake Wa. (26)</u>	<u>TOTAL (400)</u>
<u>Live within City Limits or Unincorporated Area</u>				
City Limits	93%	65%	21%	73%
Unincorporated Area	5%	33%	75%	25%
Unknown	2%	2%	4%	3%
<u>Type of Household</u>				
Two or More Adults w/o Children	43%	39%	30%	40%
Two or More Adults with Children	42%	44%	54%	42%
One Adult with Children	5%	2%	11%	4%
One Adult Living Alone	8%	14%	4%	13%
<u>Age</u>				
18 to 25	4%	8%	10%	7%
26-34	15%	9%	10%	13%
35-54	49%	53%	59%	49%
55-64	15%	12%	10%	13%
65-74	10%	10%	7%	9%
75 or Over	5%	7%	0%	6%
<u>Racial or Ethnic Background</u>				
White/Caucasian	85%	86%	89%	85%
Mixed Race	2%	3%	1%	3%
Asian/Pacific Islander	5%	4%	4%	4%
Black/African American	1%	1%	4%	2%
Hispanic	2%	3%	0%	3%
Native American	0%	1%	1%	1%
Jewish	1%	1%	0%	1%
<u>Annual Income Level</u>				
Less than \$10,000	1%	1%	0%	1%
\$10,000-\$19,999	4%	5%	3%	5%
\$20,000-\$34,999	11%	9%	12%	11%
\$35,000-\$49,999	15%	14%	10%	14%
\$50,000-\$64,999	17%	12%	5%	13%
\$65,000-\$74,999	6%	7%	2%	6%
\$75,000-\$99,999	11%	9%	11%	9%
\$100,000 or More	12%	14%	23%	12%

<u>DEMOGRAPHICS OF PEOPLE INTERVIEWED (continued)</u>	<u>Shoreline (136)</u>	<u>Northshore (190)</u>	<u>Lake Wa. (26)</u>	<u>TOTAL (400)</u>
<u>Gender</u>				
Female	60%	60%	53%	58%
Male	40%	40%	47%	42%
<u>Type of Dwelling</u>				
Single Family Housing	67%	71%	67%	66%
Multi-Family Housing	33%	29%	33%	34%

Appendix B

# Key Informants – 1999

## North Urban Subregion

Key Informant	Agency
Andrea Smith	North/Shoreline Community Network
Rep. Jeanne Edwards	House of Representatives
Kevin Grossman	Center for Human Services
Ahna Machan	Teen Hope
MaryAnn LoGerfo	Northshore Sention Center
Bruce Mulvey	Northshore Youth and Family Services
Stuart Hamilton	King County Housing Authority
Pearl Noreen	Shorenorth Parenting Education Center
Mary Reidy	City of Shoreline-Packs and Rec
Bob Lohmeyer	Shoreline/LFP Senior Center
Baretta Gomillion	Center for Human Services
Barbara Stratton	Northshore School District
Deb Osbourne	Shoreline Health Start
Pastor Ron Ryan	St. Brendan's Church
Dona McGowan	Volunteer
Sue Ambler	Northshore School District
Mary Pavel	Seattle/King County Department of Public Health
Aggie Sweeney	Eastside Domestic Violence



Appendix C  
**North Urban Subregion**  
**Document Summaries**  
**September 1999**

- ◆ Housing Background Report for the City of Shoreline
- ◆ Lake Forest Park Youth Group Focus Groups
- ◆ Executive Summary: An Overview of a Preliminary Assessment of Shoreline's Residents and Human Services, August 1996
- ◆ 1997 Housing and Community Development Plan, City of Shoreline
- ◆ King County Community Development Block Grant Consortium,
- ◆ Housing Stability Program 1998 Annual Report
- ◆ Area Plan on Aging 2000-2003, Aging and Disability Services, Seattle-King County, Draft: Public Hearing Document
- ◆ City of Bothell Comprehensive Plan, December 1996
- ◆ Lake Forest Park Comprehensive Plan, April 1995
- ◆ Lake Forest Park Human Services Needs Assessment, March 1997
- ◆ The Health of King County
- ◆ Seattle-King County Department of Public Health
- ◆ Seattle-King County Department of Public Health
- ◆ Changing Direction: An Update on Teen Pregnancy and Birth in King County, 1996
- ◆ Food Lifeline's 1997 King County Food Bank Research Study
- ◆ United Way of King County Health and Human Services Community Assessment second draft, dated 6/23/99, third draft 8/9/99
- ◆ The Future Of Children Executive Summary Volume 9, No.1, Spring/Summer 1999
- ◆ Analysis Of Risk Factors & Service Responses For Youth At High Risk Of Entering The K.C. Juvenile Justice System King County Juvenile Justice Operation Master Plan: Prevention/Community Systems Project Team June 30, 1999
- ◆ Report On The Development Of Framework Policies For Human Services Metro King County Council Law, Justice & Human Services Committee June, 1999
- ◆ Strategic Direction - A Guide To Public Health Programs Over The Next 5 Years Public Health Seattle & King County - 2nd Draft June 1999
- ◆ Guide To Ridgcrest Vol 111 1996-97
- ◆ Wa. St. Case Management Resource Directory Employment Security Department 1995
- ◆ Social And Health Indicators For King County United Way Of King County And K.C. Children And Family Commission, March 1999
- ◆ Partners For A Healthy Washington 1997 Annual Report To The Governor
- ◆ Readiness To Learn Evaluation Report School Linked Models For Integrated Family Services, May 1998, December 1996
- ◆ The Eye Of The Storm: Ten Years On The Front Lines Of New Futures 1997 Annie E. Casey Foundation Report
- ◆ 1998 Washington State Public Health Report (Also 1994, 1996) Washington

State's Health Priorities And Action Strategies For 1999-2001, March 1998

- ◆ Youth Yellow Pages 1999-2000 Version From Seattle Youth Involvement Network
- ◆ The Future Of Children - Executive Summary Volume 8, #2, Summer/Fall 1998
- ◆ School District Action Packet Communicating About School Safety, 1998
- ◆ Safety And Civility In Our Schools Using Common Sense, 1998
- ◆ Moving The Mountain: Ideas From The People Policy Recommendations From The Community Network Plans, December 1996
- ◆ Choice Guide Products & Services For Seniors, 1998 Edition
- ◆ Violence Prevention Program Excerpts From The Center For Substance Abuse Prevention Electronic Prevention Forum May 1994
- ◆ Initial Report On The Development Of Shoreline's Health & Human Services Strategy Maximizing Shoreline's Vested Interest In Children, Families, And Communities, April 1997
- ◆ Where We Are, Where We're Going, How We'll Get There: Summaries Of The Community Network Plans 1996
- ◆ Grandparents Raising Grandchildren Legal Guide For Washington State August, 1998
- ◆ Citizen Review Panels: An Opportunity To Improve Child Protection? Washington State Institute For Public Policy, December 1998
- ◆ Substance Abuse Prevention Planning & Programming Dshs, Division Of Alcohol & Substance Abuse 1993-1995 Biennium Report, June 1997
- ◆ Directory Of Certified Chemical Dependency Treatment Services In Wa. St. Division Of Alcohol & Substance Abuse, October 1997
- ◆ Juvenile Justice Policy Forum Materials May 13, 1998
- ◆ Cted: An Agency Overview Washington Department Of Community, Trade & Economic Development, January 1998
- ◆ Children's Administration August 1997
- ◆ Late Night Teen Program/Teen Director Evaluation Report City Of Lake Forest Park, May 1997
- ◆ Building Better Lives: Results Of The First Year
- ◆ Washington Work First
- ◆ King County Regional Sexual Assault Response Plan Implementation Strategies, May 1996
- ◆ Northshore Ptsa Media Awareness Kit 1997 - Updated Annually
- ◆ National Television Violence Study, Volume 2 Executive Summary, 1996
- ◆ Department Of Social & Health Services Agency Overview June 1997
- ◆ Evaluation Of Pioneer Center North Residential Treatment Facility November 1998
- ◆ Spectrum: The Journal Of State Government Alienated America: Racial Division And Youth Violence, Vol 66, #3, Summer 1993
- ◆ Seattle Youth Involvement Network Youth Report 1997 1996 Annual Report
- ◆ Office Of The Family & Children's Ombudsman A Guide To Services, June 1997
- ◆ 1996 State Of The County Report Kc Children & Family Commission

- ◆ Northshore Violence Prevention/Intervention Task Force Project Report, 1995
- ◆ Making The Case For Family Support Family Resource Coalition Essay, 1996
- ◆ Planning Employer Child Care Assistance A Workbook For A Child Care Task Force, July 1991
- ◆ Northshore/Shoreline & Mideast Network's Youth Safety Summit, 1998
- Shoreline/Lake Forest Park Youth Summit 1999
- Mavia Youth Violence Conference 1998
- Governor's Youth Summit, 1998
- Pierce County Youth Safety Summit, 1999
- ◆ Yes, You Can Establishing Mentoring Programs To Prepare Youth For College, November 1998
- ◆ Keeping Schools Open As Community Learning Centers: Extending Learning In A Safe, Drug-Free Environment Before And After School 1997
- ◆ Kids Count Data Book State Profiles Of Child Well-Being, 1994
- ◆ Dshs County Data Report, Fiscal Year 1994 Guide To Client Services And Expenditures
- ◆ Public Health Improvement Plan A Blueprint For Action, December 1996
- ◆ Washington State Pta Domestic Violence Handbook 1998
- ◆ Prevention Of Child Abuse And Neglect A Review Of The Literature, February, 1996 Wa Dept Of Health
- ◆ National Data Archive On Child Abuse And Neglect – Summary Current Holdings, April 1998
- ◆ The Henry J. Kaiser Family Foundation Publication List May, 1998
- ◆ 1999, 1997 Youth Risk Behavior Survey
- ◆ Summary - Michigan State Focus On Kinship Care April 5, 1999
- ◆ Questions Parents Ask About Schools Dept. Of Education Publication
- ◆ The Corporate Imperative Results And Benefits Of Business Involvement In Education, Ex. Summary, September 1998
- ◆ Media Literacy April, 1999
- ◆ Initial Report On The Development Of Shoreline's Health & Human Services Strategy April 1997
- ◆ Human Service Needs Assessment Working For A Whole Community - Lake Forest Park, March 1997
- ◆ Beyond Decategorization Defining Barriers And Potential Solutions To Creating Effective Comprehensive, Community Based Support Systems For Children And Families, April 1996
- ◆ Maximizing The Flexibility Of Categorical Funding For Children's Health Services - Issue Brief June 28, 1996 National Governors Association
- ◆ Pushing The Boundaries Of Education Center For Youth Development And Policy Research, July 1992
- ◆ The State Of Washington's Children Winter 1999 Report
- ◆ Washington State Sexual Assault Services Advisory Committee Final Report June 1995
- ◆ Supporting Youth King County Teens Talk About Supports In Their Lives, April 1997
- ◆ 1998 City Of Woodinville Human Services Comprehensive Plan
- ◆ The Health Of Snohomish County Youth 1996 Snohomish County Health District July, 1997

- ◆ Tobacco, Alcohol & Other Drug Abuse Trends In Washington State 1999 Report - Dasa
- ◆ National Drug Control Strategy Office Of National Drug Control Policy 1999
- ◆ Substance Use In Popular Movies & Music Stanford University & Lewis & Clark College Studies April 1999
- ◆ America's Children: Key National Indicators Of Well-Being Federal Interagency Forum On Child And Family Statistics, 1998
- ◆ National Survey Results On Drug Use From The Monitoring The Future Study 1975-1997, Volume Ii Dhhs
- ◆ Women Of Color Health Data Book - Adolescents To Seniors Office Of The Director Of National Institutes Of Health, 1997
- ◆ Cultural Issues In Substance Abuse Treatment Dhhs/Csat 1999
- ◆ Center For The Prevention Of School Violence A Partnership With N. Carolina State U College Of Ed & Psych 1999
- ◆ King County Juvenile Crime Enforcement Plan January 20, 1999
- ◆ Public Health Data Watch Unintended Pregnancy & Birth, King County 1993-1996
- ◆ Preliminary Data From 1998 King County Access To Care Survey January 14, 1999
- ◆ Community Mobilization Application For Funding 1999-2001 Biennium
- ◆ Serious, Violent & Chronic Juvenile Offenders Howell, Krisberg, Hawkins, Wilson 1995
- ◆ Guidelines For Family Support Practice Family Resource Coalition Best Practices Project 1996
- ◆ Get Real About Violence 1999 Trainers Manual
- ◆ Region 4 Dcfs Overview 5/7/98
- ◆ Say It Straight - Our Health, Our Youth & Marijuana Marijuana Awareness/Education Effort, Office Of The Lt. Governor 1997
- ◆ The Healing Teacher Transformational Teaching Techniques For Children Of Poverty 1998
- ◆ Tools For Teaching For Transformation Teaching And Learning As A Heroic Journey 1998
- ◆ 63 Ways Of Improving Classroom Instruction, 1997
- ◆ The Question Effective Learning - Strategies For Instructional Style, 1996
- ◆ King County Juvenile Justice Operational Master Plan, Phase 1 Final Draft Report August 3, 1998
- ◆ Know Your Community Step By Step Guide To Community Needs And Resources Assessment 1999
- ◆ Dshs/Dcfs - Adolescent Issues Project Report On Adolescent Focus Groups September 10, 1998
- ◆ Children You Know Are Missing Out 1998 Publication From Center On Budget & Policy Priorities, Wn Dc
- ◆ A Developers Guide To Community Health Networks March 1999, Resource Guide
- ◆ Northshore/Shoreline Community Network Comprehensive Lan & Update 1999 Update, 1996 Plan

- ◆ Effective Language For Communicating Children's Issues May 1999 Annie E. Casey Foundation - Coalition For America's Children
- ◆ Drug Use And Attitudes Keeping Score 1998 Research Papers From The Center For Drug Strategies
- ◆ Shoreline School District Data And Strategic Plan 1999 Northshore School District Data And 1995-2000 Strategic Plan
- ◆ Core-Gis Data By Zipcode From Dshs June 1999
- ◆ The State Of Health Care In America 1997 Business & Health Magazine
- ◆ 1998 Year End Report For Eastside Healthy Start
- ◆ The Children's Administration 1997 Performance Report July 1998
- ◆ Newsweek - Special Edition - Your Child From Birth To Three Spring/Summer 1997
- ◆ All Our Children: The Child Welfare Practice Digest Winter 1999
- ◆ What Works In Violence Prevention Evaluation Study Of Lions Quest November 15, 1996
- ◆ Homeless Youth And Their Parents When A Child Leaves Home Too Soon October 26, 1998
- ◆ Neighborhood Organizations A Handbook Copyright 1997
- ◆ The Health Of King County August 1998
- ◆ Exempt Organizations And Charitable Activities In Washington Copyright 1994
- ◆ Reference Articles:
- ◆ Beyond Rhetoric: Combating The Forces Of Inequity Vol.15, No.2,1999 International Youth Foundation
- ◆ Polish Youth Take The Lead In Their Communities, Vol.15, No.1, 1999 Polish Children & Youth Foundation
- ◆ Promoting Tolerance & Inclusion In Berlin, Vol.5, No.2, 1999 New Designs For Youth Development
- ◆ Pathways For Youth & Community Development, 1999, Ilg Conceptual Framework
- ◆ Black With An Eager Mind, Future Choices Toward National Youth Policy, 1991
- ◆ Unfinished Business: Reflections On A Decade Of Promoting Youth Development, Karen Pittman 1998
- ◆ In School & Beyond: Constructing Supportive Enviroments For Youth, Karen Pittman, 4/99
- ◆ Preventing Problems Or Promoting Development: Competing Priorities Or Inseparable Goals, Karen Pittman 1995

◆ Can We Promote Youth Development? International Youth Foundation, April  
1999

## Need Area: Adequacy of Funding

### Indication of Need

There is a need to coordinate human services because of the high demand for services with limited resources to address them. The ability of local funders, both public and private, to respond in concert to human service demands is critical to efficient and effective use of resources. Special challenges face the North Urban subregion with its newly formed cities that are just beginning to sort out their respective roles in human services funding. The recent changes in state and local funding brought by I-695 will add to the challenges.

Local North Urban cities lack a broad-based mix of real property on which to levy taxes to provide the services generally expected from local government. There are no large commercial, or industrial developments, or large regional retail establishments to provide sales or property tax revenues to help share the cost of local government services. This places the burden of providing services on the local residential real estate taxes. Human services then must compete for funding with local public safety, street maintenance, sewers, economic development and many other important services.

- United Way's Health and Human Services Community Assessment released on October 15, 1999 states that there "is a critical shortage of emergency, transitional, and low-income housing in the entire North Urban subregion for all populations." The same report states that there "is a shortage of services able to track and support women who are in or leaving violent relationships." Many more pressing social service needs are cited.
- Passage of I-695 will result in significant reductions to local jurisdiction budgets and will likely place additional stress on human services funding.
- Indirectly, the need for funding coordination is reflected in recent efforts to collaborate with other jurisdictions on funding issues. The Regional Finance and Governance protocols were to clarify the unique human services funding responsibilities of King County and the local municipalities. The effort failed, but the issue of funding responsibility within municipalities' remains.
- The Community Services Division (CSD) through its subregional planning process has sought to resolve this issue on a less legalistic basis. CSD recognized that human service needs and responsibilities varied throughout the county and that it needed to coordinate with local funders to maximize effect. In all subregions, CSD has sought clarification on funding priorities among the other stakeholders and to jointly develop responsive strategies.
- The most recent attempt to address the funding confusion is King County's Human Services Policy Framework. This framework was completed in September of 1999 with the stated objective of guiding "the effective use of County resources in the future, in conjunction with the resources of the other jurisdictions of King County, and the volunteer and private sectors." This framework, however, only applies to King County's funds and is not binding on other funders.

## Barriers

- There is a lack of any charter that specifies the human service funding obligations of King County or other jurisdictions. Without guidelines, each jurisdiction operates with uncertainty about the other funders' intentions.
- Municipalities and the county have a history of independent decision-making. Municipalities are incorporated to defend the interests of the local population, not necessarily to consider the needs of the greater county. King County council members have their own sense of responsibility for King County citizens that they do not want to abrogate. At times, however, this strong streak of independence interferes with funding negotiations. The problem is compounded when human service priorities are buried among the myriad of other funding issues facing elected officials.
- Some of the cities in the region do not have a defined policy that identifies human services as an essential funding role of local government.
- The competition for funds among service areas is another obstacle to coordination. Limited resources means that there are not enough funds to support every worthy program. Each year effective programs that serve needy people are not funded or under-funded. The highly competitive scramble for funds interferes with a dispassionate determination of priorities.
- The lack of a system to share information among funders about needs/assets and funding decisions prohibits a coordinated response. It is very difficult to coordinate without consistent, comprehensive information on needs, assets, services and funding.

## Services Currently Provided

**North Urban Human Services Alliance (NUSHA)** – This group of planners, providers and funders was formed in 1998 and meets on a monthly basis to discuss human service issues. Some funding coordination occurs in this context. CSD's subregional planning process has provided another opportunity for local stakeholders to plan for future funding. The planning process has provide the basis for an active role for this organization to play as a long term strategy is developed to address the service deficiencies identified during the sub-regional process.

**United Way** – United Way's information driven funds distribution is an existing avenue to promoting coordinated funding. United Way has one of the least restrictive fund sources available in the North Urban subregion. Because United Way is working so collaboratively with other funders, they have are able to direct their funds to areas not adequately addressed by others. United Way's Health and Human Services Community Assessment is another endeavor that supports funding coordination in the subregion. By thoroughly reviewing and dispersing data on the state of human services, it provides planners with comprehensive information on which to make funding decisions.



**Services  
Currently  
Provided  
(continued)**

The North United Way Community Council has Venture Fund monies that are allocated by the local council to seed new service strategies. Recent funding examples include: the mediation program at Teen Hope, ESL Classes for adults provided by Eastside Literacy in the community schools in the Northshore School District; the mentor program for teen parents at Healthy Start, the Family Support Center at the Center for Human Services, Children's Country Home in Woodinville serving medically fragile children, and several more.

**Northshore/Shoreline Community Network** – This group of citizens and providers was formed in 1994 to address community health and safety issues. Funding coordination has occurred on a variety of programs designed to increase infrastructure and collaboration of service provision. Funds are dispersed on data driven needs that focus on youth, families and community building, through collaboration with schools, agencies and municipalities. Programs funded have included Healthy Start, Discovery School, youth forums, Korean Community Counseling's domestic violence prevention, New Beginnings, school health clinics and Bothell Police Department's Juvenile Intervention Prevention program (JIP).

**King County's Human Services Policy Framework** – The framework's commitments to "ongoing assessment" and "active coordination with other local, regional, state, federal, and private human services efforts" bode well for the County's open-minded coordination with other funders. The framework supersedes the Community Services Division's Strategic Plan but continues to incorporate commitments to subregional planning and collaboration.

## **Need Area: Access to Services**

### **Indication of Need**

The provision of human services is meaningless unless people can access those services. The ability of families and individuals to do so can be blocked by some of the most basic of problems, primarily the ability to get to and from service venues and the open hours of agencies. Insert material on availability of locally based services. Further, available strategies to strengthen the transportation options of those needing services are not being fully implemented.

- Passage of Initiative 695 may cause a reduction of up to 33% in bus services from Metro, services that are disproportionately relied upon by low and very low income families and individuals.
- License restoration, including full or partial payment for insurance and fines, may be possible under welfare reform legislation, but is not being provided in the north urban area (it is being provided in Seattle by C.A.M.P.)
- Single-service agencies are able to provide information and referral, but not a wide variety of services in a single location.
- Asian Pacific Islanders will be 10% of the sub-region's population by 2003 and there are significant numbers of Spanish speakers in the population also.

### **Telephone survey**

Of the respondents, a total of thirty-six (36) percent identified inadequate public transportation as a major or moderate problem in the community.

### **Key Informant Survey**

Lack of Transportation was considered one of the most critical issues being faced by the North Urban community. Transportation was an issue in both health and human services. Most statements regarding transportation were made by key informants voicing their concerns about the difficulty of accessing medical services in their sub-region. These comments included:

- "Cross-county line transportation."
- "Lack of transportation for after-hours appointments."
- "There is not an easily accessible health or dental clinic, e.g. for some three bus transfers are required to get to mental health services."
- "Transportation to places that accept coupons" are especially difficult.

### **Barriers**

- Non-profit agencies providing services using mostly or exclusively volunteer staff are often unable to provide services at times required by some segments of the community needing access to these services. Northend Neighbors in Need Food Bank is open only a few hours one day a week with no evening hours. This makes it especially difficult for the working low income to access these services.

**Barriers  
(continued)**

- Government agencies providing services and benefits are only open traditional work hours when working-but-poor individuals find it difficult or impossible to access those services and benefits. An example is DSHS. Services provided outside of the local communities are also difficult to access due to lack of transportation.
- Translation services are not funded as a component of service and are not within the means of many agencies to provide. (need an example)
- The North County region has a lack of centralized services or a coordinated source for information and referral.
- The need for low income individuals and families to travel out of the home community to get services in Seattle and Snohomish County is a barrier that is intensified by drivers license issues and public transportation reductions.

**Services  
Currently  
Provided**

- See other sections of the report for this information
- Access issues specific to other priority needs are covered in those sections.
- **Metro's** Access transportation service to ADA eligible individuals and other mobility restricted individuals is an important part of access to services for many of the region's elderly.. Coverage will be affected by I-695 and recent County policy changes regarding non-ADA eligible elderly)
- State funded information and referral through **North Seattle Neighbors in Need and Hopelink Bothell.**

## Need Area: Youth Services and Activities

### Indication of Need

It is generally acknowledged that there is a significant lack of activities and programs for teens, particularly in the Northshore area. There are few places for teens to hang out where they feel comfortable and safe. And, there is little interaction between adults and teens through mentor programs, community service projects, and volunteering. Teens have expressed the opinion that they are not involved in the decision making and planning process of activities and programs which effect teens. In addition, there are few services in the community for teens needing health services, counseling, and other services. For the services and activities that do exist, the lack of transportation across communities makes it difficult for youth to access them.

### Telephone Survey

- Lack of services, or poor accessibility of services are problems for roughly one quarter of the households in the North Urban subregion. A higher percentage of those living in the Northshore School District considered these issues to be a major or moderate problem than did residents of the Shoreline School District.
- Of the North Urban survey respondents, 25% cited “Lack of Recreational Facilities / Programs” as a major or moderate community problem.
- Twenty-four percent cited “Lack of Youth Activities” as a major or moderate community problem.
- Teenage pregnancy was seen as a major or moderate problem by 21% of the respondents.

### Key Informant Interviews

- “Youth Services” was mentioned as one of the top Critical Issues and one of the top Human Service Issues in the area.
- Key informants voiced concern about lack of activities for youth, including comments such as, “More young people out late alone” and “Lack of after-school programs.”
- Other informants noted the “increasing disconnect between youth and community” and that there was a “lack of discipline, values, integrity among youth.” They stated that the disconnect was to the point that there was “fear of youth by older generation—very intimidating.” They also stated that “...youth do not know where to go during crisis...”
- A lack of services to address “youth-related needs” was noted by respondents. Specifically, they noted drug, tobacco and alcohol use among youth.

### Other Sources

- In Northshore, 200 teens attending the Teen Northshore’s Youth Summit ’99, were surveyed regarding their perspective of the community they live in. Of this cross section of teens the following results were gathered:

51% disagree that there are sufficient after school activities for teens

73% disagree that there are sufficient weekend activities for teens

66% disagree that teens have safe places to hang out in Northshore

89% disagree that adults in the community support and value teens

### Indication of Need (continued)

- In small groups at the Summit, teens identified the following problems.
  - Not enough things to do
  - No Place for teens to go, hangout
  - Not listened to, no voice
  - Few activities
  - Need a place for teens – Teen Center
  - Need things to do that teens plan
  - Available activities are too expensive

Teens involved in the Shoreline/Lake Forest Park Youth Summit 1999 echoed these same sentiments.

**Barriers**

- Lack of activities that appeal to teens.
- Poor communication/publicity reaching teens. Lack of awareness of what is available.
- Lack of community centers, teen centers and other safe places where teens can hangout. Northshore School District area includes three cities, but does not have any community centers and has one small neighborhood teen center.
- Teens perceive that adults and the community do not value and support teens.
- Communities only look to serve the narrowly defined “at-risk” teens, when in fact, all teens are “at-risk” and need positive activities and positive community messages.
- Teens are not involved in the planning and decision making in the community on issues that affect them.
- Lack of collaboration between agencies serving teens.
- There is little available for Jr. High/Middle School age teens.
- Cost- there are few free or cheap activities.

**Services  
Currently  
Provided**

**Northshore Youth & Family Services** provides counseling, Healthy Start, and support groups.

**Northshore/Shoreline School Districts**— Readiness to Learn; 21<sup>st</sup> Century Grants for after-school activities; sports, drama, counseling, prevention programs, after-school activities and programs.

**Center for Human Services** provides case management for teen parents, counseling, and support groups.

**YMCA and the Shoreline Schools** collaborate on Club Kellogg, an after school program at Kellogg Middle School.

**Teen Northshore** – Youth Involvement, TeenWork, Leadership Opportunities, Youth Council, and several events.

**Teen Hope** provides shelter and family mediation for teens needing emergency shelter.

**Parks & Recreation Departments of Shoreline, Bothell , Woodinville and Lake Forest Park**  
**Sports leagues**

**Northshore and Northgate Health Department Teen Clinics** provide confidential health services.

## **Need Area: Basic Needs and Emergency Shelter**

### **Indication of Need**

A few large multi-service agencies and many small, largely volunteer, programs serve the residents of North King County. The availability of services varies widely across the North Urban sub-region and often from week to week.. Though there are many organizations in place to provide people with basic, emergency human service needs, these organizations have limited capability to devote time and energy to developing a coordinated system of services. As with most all areas of King County, the supply of food is adequate (but access is not), the availability of emergency shelter and emergency assistance is not.

### **Telephone Survey**

- There is little perception among the general population that these services are inadequately provided. Between 12% and 16% of respondents identified lack of food or housing as major or moderate problems in their homes or communities.
- Between 7 and 10% of households surveyed report they have problems finding enough money for utilities, food and clothing. This represents up to 12,000 individuals.

### **Key Informant Interviews**

- The most frequently mentioned of all human service issues was lack of emergency shelter/basic needs (42%). The second most frequently mentioned item, adequate funding for services was mentioned by only 29%.
- Transportation was mentioned by 50% of those interviewed as one of the top three issues although it was noted by only 12% as a critical human services issue.

### **Other Sources**

- 465 families use the two major food banks in the North Urban subregion each week. These rates are at all time highs
- There are no ongoing meals sites to serve the sub-region.
- All providers report an increase in the number and variety of ESL clients using their services.
- Advocates report that of families who have recently left welfare, 40% report that their children are hungry at least some of the time.
- 16% of the students in the Shoreline School District qualify for the reduced price or free lunch program. 7% qualify in the Northshore School District.
- There are a total of 9 units of permanent transitional shelter available to residents of the North Urban subregion. This resource is shared with East County.
- There are no services for homeless single women or men within the North Urban sub-region. There are beds available for teens.
- Families fleeing domestic violence situations primarily use shelter in South Snohomish County and the Eastside.
- Motel Vouchers are the primary source emergency and transitional housing.

**Barriers**

- Transportation routinely ranks among the top three needs in all parts of the region. In the North Urban subregion, more so even in the eastern portions, lack of direct METRO and Community Transit access is a particular problem.
- Lack of overall service coordination is a serious deficiency. There is little capacity among the service providers to devote the time necessary to knit together all the various resources available to families in need.
- Limited role many local governments in the North Urban sub-region play in human services limits the available services..
- Small percentage of service providers who call the North Urban subregion their main place of operation means decisions are often made about services farther from the impacted clients..
- Heavy reliance on volunteer driven single purpose providers means finding needed essential services for a client is difficult..
- Unclear source of community leadership to lead the development of more coordinated systems has been a limiting factor.

**Services  
Currently  
Provided****Food:**

**Food Lifeline** – This non-profit agency supplies food to neighborhood food banks and emergency meal programs in 17 counties of western Washington from its base in Shoreline. The agency is funded with a mix of private and public funds—cities, county, and state—but only Shoreline in the North Urban area supports this crucial infrastructure. King County and United Way funding supports the agency’s oversight of the Food Bank Network, an effort to coordinate services and support neighborhood food banks as part of the social service system. The main organizations providing direct services to North Urban clients include:

**Neighbors in Need Food Bank**  
**Hopelink (MSC) Bothell: Kenmore Bothell and Woodinville**  
**DSHS: Lake City, Ballard, King-East**  
**North Help Line**  
**Emergency Feeding Program**

**Emergency Basic needs Assistance:**

**Hopelink (Multi-Service Centers of North and East King County)**  
**North Help Line (Shoreline area only)**  
**St. Vincent De Paul ( Home visits)**  
**Salvation Army**  
**Roar**  
**Butterfly (Consignment Shop for school benefit)**  
**Shoreline Clothing Bank**  
**Hopelink (MSC) Clothing Bank (Working wardrobe)**  
**NW Church of Christ**

**Services  
Currently  
Provided  
(continued)****Energy /Utilities Assistance:**

**Hopelink (MSC): All North Urban subregion (LIHEAP)**  
**Utilities: Hopelink (MSC), North Help Line,**

**Rental Assistance:**

**Hopelink (Multi-Service Centers of North and East King County)**  
**Fremont Public Association**

**Shelter**

**Teen Hope**  
**Friends of Youth**  
**Hopelink**

## **Need Area: Domestic Violence**

### **Indication of Need**

Incidents of domestic violence in the North Urban subregion mirror that throughout King County. According to the King County Housing and Community Development draft plan for 2000-2003, "domestic violence is the leading cause of homelessness among women with children." This has been an area of need that has received increasing attention from local jurisdictions over the past decade. A sufficient and coordinated service response system is critical to the safety victims and to stopping the continuation of domestic violence for future generations.

### **Telephone Survey**

- Of the North Urban residents surveyed, 17% stated that domestic violence was a major or moderate community problem. Lake Forest Park residents most frequently identified domestic violence as a problem (24%).

### **Key Informant Interviews**

- Abuse and violence ranked as one of the top five human service issues. Twenty-one percent of the interviewees stated that "more violence/abuse" was a critical human service issue for the North Urban subregion.

### **Other Sources**

- Between 1995 and 1999, 404 victims residing in the North Urban area were served by domestic violence agencies in King County.
- Approximately 12,000 cases of domestic violence are reported each year in King County affecting 2% of women over age 20.
- In 1997, over 19,000 crimes were reported in King County in which domestic violence was a component. This is about 11.66 domestic violence crimes per 1000 population. North King County (excluding Kenmore) reported a total of 578 domestic violence crimes. This represents 5.82 crimes per 1000 population.
- In 1998, over 31% of all homeless shelter residents cited domestic violence as their reason for needing shelter.
- The Eastside Domestic Violence Program (EDVP) crisis line has received an average of 48 calls per month from residents residing in Bothell, Lake Forest Park, Woodinville, and Kenmore.
- According to a P.I article on March 28, 2000, there are 18 confidential shelter beds available in North Seattle, and 18 available in East King County. The two agencies serving North King County, New Beginnings and Eastside Domestic Violence Program (EDVP) collectively turned away from these two shelters 10,785 women and children in 1999. These figures include some duplicates.
- Over the past five years, the number of clients served annually by domestic violence shelters in King County has decreased. This is attributed to the necessity of longer stays because of the tight housing market and escalating cost of moving families into transitional or permanent housing. As a result, EDVP was able to house 55% fewer families last year than they did in 1994.



**Indication of  
Need  
(continued)**

- EDVP reports a turn away rate of 103 households per month in its shelters. New Beginnings reports that it turns away eleven (11) households for every one that it shelters. However, these agencies caution that this figure is highly duplicative
- Domestic violence victim advocates often have large caseloads and are not able to provide the necessary help for victims

**Barriers**

- Many victims are not willing to cooperate in the prosecution of their assailants, often because of intimidation by the assailant and the victim's fear of retaliation. Consequently the cases of reported abuse are reoccurring, and many are not reported at all.
- EDVP reports that it is very difficult to reach victims after police have referred them. The agency makes three follow up calls with approximately 40% success rate of reaching them. Many victims refuse service even after having been reached.

**Services  
Currently  
Provided**

- Women, after deciding to flee an abuser, often face long waits because of the shortage of shelter. For some the act of becoming homeless is the only option available.

**County-wide Victim Services**

There are several domestic violence victim service providers throughout King County, offering 24 hour crisis lines, support groups for adults and children, case management, shelter, transitional housing, teen dating violence services, Korean counseling program in Korean churches and community education. Two of these providers, New Beginnings and Eastside Domestic Violence Program are the primary agencies for the North Urban Area serving 322 North King County women during the past five years. However, an additional 82 North Urban women were served by other providers in King County several of these relate to specific communities such as refugee and immigrant women or Spanish speaking populations. It may also point to the fact that victims may choose to receive services in a different geographic community for purposes of safety.

**Eastside Domestic Violence Program**

EDVP has a crisis line, support groups for adults and children, shelters, and case management support services. EDVP offers community education for prevention of abuse. Their services are available to residents of Bothell, Kenmore and Woodinville

**New Beginnings**

New Beginnings provides similar services as EDVP for Shoreline and Seattle residents. They also have a 24-hour domestic violence crisis line. New Beginnings offers community education for prevention of abuse.

**City of Lake Forest Park**

The City of Lake Forest Park has a domestic violence victim advocate on staff who works closely with victims, the police and municipal court. Other cities have the support of DV victim advocates that work for the county district court.

**Services  
Currently  
Provided  
(continued)**

**Court Based Legal Advocate**

Northeast and Shoreline District Courts have advocates that work with victims as the case proceeds through the criminal justice system. Advocates also make referrals to resources.

## **Need Area: Alcohol and Drug Interventions**

### **Indication of Need**

- The Shoreline and Northshore areas have limited treatment options available locally. Services for both inpatient and outpatient are very scarce for youth and teens unless parents can afford to pay for private – out of area – treatment centers. Locally based, accessible services for all in the Northshore and Shoreline areas are very limited.
- Counselors at schools and agencies like Northshore Youth and Family Services and Center for Human Services are seeing more and more teens (also younger youth) using substances to deal with the stresses of life. During the 1998-99 school year 1205 students in Shoreline Middle and High Schools had involvement with school counselors for various types of substance use, this is 24% of students enrolled in grades 9-12. The Northshore picture is very similar.
- Students in Washington, grades 8, 10 and 12 have increased use of tobacco significantly (4.3%-68.4%) in 1998. While the schools are putting significant efforts into smoking cessation groups and education, the problem lies with the acceptance of tobacco use by the community and families of users.
- A newly identified need emerging is services for children and babies taken from homes where meth is illegally produced, used and often sold. Two-thirds of these children are not returned to their families and are put in the foster system or have severe addiction withdrawal problems.

### **Telephone survey**

Of the respondents, a total of thirty-one (31) percent identified drug abuse as a major or moderate problem in their community. The school district breakdown is as follows:

- 23% of Shoreline respondents
- 36% of Northshore respondents
- 34% of Lake Washington respondents

### **Key Informant Survey**

Eight (8) % of the key informants considered drug and alcohol abuse as a critical issue.

Statements made by key informants voicing their concerns included:

- “No money for drug and alcohol treatment for kids and adults.”
- “Lack of services, particularly for prevention and at-risk families”

### **Barriers**

- Adults with insurance can receive treatment at both Fairfax and Milam, however, those without insurance are on long waiting lists for services throughout King County.
- While much of the community is beginning to realize the devastation caused by alcohol and drug use; abuse, violence, increased health care costs, family dysfunction, youth still strongly deny the seriousness of the problem.

### **Services Currently Provided**

**Fairfax Hospital**  
**Milam Recovery Center**  
**Northshore Youth and Family Services**  
**Center for Human Services**  
**Shoreline and Northshore School Districts**

## Need Area: Accessible Dental and Health Care

### Indication of Need

Numerous needs assessments completed in communities throughout the North Urban Sub-region have cited lack of accessible health and dental care as a key issue. Lack of affordable health care and dental services seems to span all age groups, and all communities within the sub-region. The most frequently identified factors related to accessibility were affordability, lack of insurance, and transportation.

Dental care for those with no insurance coverage is more difficult to find than medical care, and more adults lack dental coverage than medical coverage. When dental coverage is available there are frequently high deductibles and exclusions. Almost ¾ of those age 65 years or older lack dental coverage, and one in three of those who did not get dental care in 1996 gave cost as the reason. There are no free or low cost dental clinics within the North Urban area. There is a weekly dental van whose services are available by appointment at the Hopelink Food Bank site in Bothell. Private providers of dental care are overwhelmed with the need to provide low cost care and not able to provide the level of services needed. Most individuals needing low cost or free services often have serious problems that need long term or expensive treatment.

### Telephone Survey:

Of the respondents, a total of 39% identified lack of affordable medical care and 33% identified lack of affordable dental care as a major or moderate problem in the community. Further, 16% identified inability to pay for medical insurance and 16% not able to pay medical bills as a major or moderate problem in the household.

### Key Informant Interviews

Affordability, transportation to services, accessibility, lack of clinics, lack of coverage/insurance, managed care problems, and lack of dental care were some of the most critical health care issues being faced by the North Urban community. Statements made by key informants expressed the following concerns:

- “Lack of transportation for elderly and disabled to services”
- “No available walk-in clinics. Need to go to 45th Street Clinic in the University District of Seattle. No mobile units.”
- “Crisis of lack of in home care”
- “Lack of care for low income children – Basic Health is not working. Inaccessible public health clinic; no local health care providers.”
- Lack of transportation to places that accept coupons; Limited access to medical services locally; Services for un/under insured – only 45% of Koreans have health insurance.

### Barriers

- Cost
- Language
- Transportation
- No walk-in clinics
- Managed care
- No accessible dental clinic within North Urban sub-region

**Services  
Currently  
Provided**

**Medical Services**

- Community Health Centers of King County – Bothell
- Evergreen Healthcare – Kirkland
- Evergreen Healthcare sponsors 3-4 clinics per month at sites in Northshore School district offering physicals, well child exams, immunizations, health screenings and referrals.
- Evergreen Healthcare pays premiums for BHP for eligible families.
- Northshore Public Health Center – Bothell
- North Public Health Center – North Seattle
- Bothell Senior Healthcare Center

**Dental Services**

- Evergreen Healthcare provides limited care through a mobile dental clinic provided at Hopelink in Bothell. However, it has been difficult to retain qualified dentists to provide service on a regular basis. Under the auspices of Evergreen Healthcare, a local Dental Coalition has been formed to address issues regarding oral health.
- North Public Health Center Dental Clinic - Lake City area
- Lake Washington Technical College in Kirkland, Eastside Community Dental Clinic in Redmond and Eastgate Public Health Center in southeast Bellevue all provide some dental care, but are all a significant distance from the North Urban Sub Region.

## Need Area: Affordable Housing

### Indication of Need

- **Increasingly tight, unaffordable housing market:** According to The Seattle Times report (10/10/99), rents are continuing to rise at a rapid rate in the North Urban sub-region: Bothell – 5.9%, Shoreline – 4.8%, Woodinville – 7%, annual average over the past five (5) years. This combined with a relatively low vacancy rate is forcing some residents elsewhere.
- **Insufficient subsidized housing:** Turnover is low and demand is high for subsidized housing. Currently the waiting list for a two-bedroom apartment in North King County Housing Authority is between eight (8) to ten (10) months. There are only 849 units of subsidized rental housing available in the North Urban sub-region (excluding state-supported group homes and adult family homes); Shoreline - 464 units; Lake Forest Park - 105 units; Kenmore - 48 units; Bothell - 202 units; Woodinville - 30 units.
- **Growing numbers of homeless people.** The homeless are becoming increasingly more visible in all parts of the North Urban sub-region. In a recent three-month period, the Crisis Clinic Community Information Line fielded 489 requests for emergency shelter and low income housing from the county's North Urban sub-region. There is a critical shortage of emergency shelter in the area. There are no shelters for single adults, two shelters for teens (one of these is limited to pregnant and parenting young women), and just one for families in need of emergency shelter and it is shared by the entire Eastside.

### Trends

- **Decreasing number of homeowners – Increasing number of rental units** Shoreline, Kenmore, Woodinville and Bothell, are both experiencing a wave of new apartment construction.

### Telephone survey

Of the respondents, a total of fifty-seven (57) percent identified lack of affordable housing as a major or moderate problem in the community. The breakdown by school district is as follows:

- 47% of Shoreline respondents
- 66% of Northshore respondents
- 52% of Lake Washington respondents

### Key Informant Survey

Lack of affordable housing was considered one of the most critical issues being faced by the North Urban community. Statements made by key informants voicing their concerns included:

- “Costs of rents/mortgages skyrocketing”
- “Very difficult to find. It is nearly impossible. There just isn’t anything...”
- “Difficult to find, no real resources.”

Indication of  
Need

- “Large families having trouble finding housing.”
- “Bothell is challenging to find. Lake Forest Park has very little. Kenmore and Shoreline have some...”

**Barriers**

- There are many barriers to accessing affordable housing in the North Urban sub-regions. It is important to assess the current resource infrastructure and to note that there are not cohesive linkages within the community. Those seeking affordable housing are faced with the difficult task of tracking down information from many unconnected sources and piecing it together themselves. Once appropriate resources have been identified they are then faced with even more challenging barriers to overcome. These barriers include:
- High cost
- Lack of availability
- Poor quality housing
- Poor location
- Maintenance and support

**Services  
Currently  
Provided**

- **ARCH** ( A Regional Coalition for Housing) has lists of affordable East King county rental units for both families, individuals, and seniors.
- **CHOC** (Community Home Ownership Center) provides information about down-payment assistance, first-time home buyer classes, and loan programs for first-time buyers, and special housing programs.
- **Environmental Works** Assists low and moderate income persons, groups and communities to make specific environmental and neighborhood improvements. It also assists in making units more accessible for disabled individuals.
- **Fremont Public Association** provides assistance with landlord/tenant issues
- **The King County Housing Authority** operates a limited number of units in the region
- **Reverse mortgages** some banks offer reverse mortgages to low income seniors to enable them to stay in their homes
- **King County Housing Repair Program** provides zero interest loans for health and safety repairs for homeowners and residents of rental property meeting income eligibility requirements.

## Need Area: Care giving and Family Support

### Indication of Need

#### Childcare

During the recent United Way Community Needs Assessment the lack of childcare did not surface through the normal channels used to identify needs in the community. However, looking at the statistical information from Child Care Resources (CCR), and listening to the stories told by case managers working with Welfare to Work families, the extent of the problem becomes more evident.

- Based on Child Care Resources information, there are 1360 child care slots in the North Urban sub-region of King County. CCR estimates there is need for at least 3,000 spaces, leaving a gap of over 1600 spaces. Talking with providers and case managers they all report a difficult, if not impossible situation for clients with vouchers seeking care for an infant.
- Turn over in childcare staff has been a constant concern of many parents. Staff wages are some of the lowest for all employed people in most Puget Sound communities.

#### Family Support

- Families caring for an aging dependent family member have few options for assistance.
- Young families seeking assistance in developing strong parenting skills and other family issues have few places where assistance or case management is available.
- Respite care options for either adults or medically fragile children are very limited.
- Only 6 schools in the two school districts provide any coordinated assistance with family issues.
- There is only one small program for families with children birth to three in need of therapeutic child development services. Other families must hope for a slot in the one Eastside agency providing services or travel into Seattle to obtain services.

#### Telephone Survey

- Of the respondents, a total of thirty-nine (39) percent identified lack of affordable childcare and seventeen (17) percent identified lack of quality child care as a major or moderate problem in the community. Further, a total of nine (9) percent identified lack of services for seniors as a major or moderate problem in the community.
- A total of eight (8) percent identified inability to find affordable childcare and eight (8) percent identified inability to find quality child care as a major or moderate problem in the household. Further, a total of seven (7) percent identified inability to find transportation for elderly/disabled and six (6) percent identified inability to find day care for elderly as a major or moderate problem in the household.
- 4% of all Shoreline respondents reported problems finding daycare for the elderly members of their family, in Northshore 6% reported the same problem.

### Indication of Need (continued)

#### Key Informant Interviews

**Lack of childcare was considered a serious issues faced by the North Urban families. Statements made by key informants included:**

**“Lack of after school programs.”**

**“Not enough support services.”**

**“Need to be aware of needs of aging population.”**

### Barriers

- The most significant barrier to care in much of the region is lack of quality care.
- For working poor families or mothers leaving welfare, finding the combination of a quality provider combined with one who will accept vouchers is almost impossible.
- Cost is a significant barrier to service.
- Access to quality care in a location and at a cost bearable by the family is a barrier, as is the need for evening and weekend care as well as care for infants, ill or special needs children.
- According to Child Care Resources, income for in home operators, if they provide their family's sole income, is below the federal poverty level.

**Services  
Currently  
Provided**

- **Child Care Resources** reports that there were 17 licensed child care centers with a capacity of 853 children, and 69 licensed home providers with a capacity of 506 children in the area during the third quarter of 1999. This is the first quarter that reporting has been available for the area defined as the North Urban sub-region. Of these, only 6 of the child care centers provide infant care, while 58 of the in home providers were licensed for infants. Of the childcare centers, 9 were non-profit, 8 were for profit, 2 were churches, and there was one college providing care (see below) and there were 2 employer provided licensed programs.
- **Shoreline School District** provides childcare in all of the elementary schools in the Shoreline District. Only one of their sites is licensed and therefore able to take DSHS vouchers.
- **Shoreline Community College** operates a cooperative childcare program for use by their students, staff and a limited number of local residents.
- **The Shoreline YWCA** provides licensed before and after school care for 57 children at two locations.
- There are a growing number of **franchised childcare centers** in the region particularly in the Bothell, Woodinville communities. Few of these providers take vouchers because the reimbursement rate is only about 60% of the rate that the centers charge to cover their costs.

**Services  
Currently  
Provided  
(continued)**

- **Northshore Youth and Family Services** provides parenting classes and the support of a Healthy Start Caseworker to work with Teen Parents.
- **Children's Country Home** is a new non-profit offering residential and limited respite care for medically fragile children in a home setting in Woodinville.
- **Center for Human Services Family Support Center** offers a range of classes and other services to young families including the services of a Healthy Start Caseworker to work with Teen Parents.
- **Northshore Senior Center** offers adult day health services and a senior health awareness program.
- **Shoreline Senior Center** offers an adult day health program and visiting health care services with a corps of trained volunteers.
- **Wonderland** offers 30 slots of therapeutic child development services for infants to 3 year olds for families in the Shoreline area. They are the only provider of such services located in the North Urban area
- **Healthy Start** provides case management for pregnant and parenting families under the age of 23 years